

DOCKET FILE COPY ORIGINAL

03-123

COMMENT TO DOCKET 03-123 (TRS)

VIA EMAIL TO THE FCC FROM DIANA HERRON, HAYWAD, CALIFORNIA

deaf ladydi@comcast.net wrote on 2/19/2005 9:50:04 AM :

I ask that FCC reconsider to allow video interpreting service with hearing and deaf individuals in the same room. The reason for this is that there is a language translation service provided by phone companies and as far as I know, there is no regulation that requires them to be in separate rooms. Furthermore, the video relay services have taken away (or rather robbed) the pool of interpreters available for the community. As a result, we are denied access to services we normally would have received pre-video relay service days. The video interpreting service used by individuals within the same room is in fact providing "equal access" as normal hearing - hearing conversations. For example, I am a deaf person and I walk into an insurance brokerage firm to get information about my insurance policies options. I could get an immediate access to information by calling video interpreting service rather than have to write notes or become frustrated and it may be weeks before we can get an interpreter. This will cause me to be without insurance coverage for several weeks. With hearing-hearing conversations, they walk in and discuss their insurance policies options and they are ready to sign up and receive coverage effective immediately. Again, please reconsider this option. This could be a life saver for individuals in needing medical assistance because it could be as long as 2 to 6 hours before an interpreter arrives at the emergency room. Thank you, Diana Herron 665 Chase Ave Hayward, CA 94541 510-794-3767 (w, v/tty)

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APR 14 2005

FCC - MAILROOM

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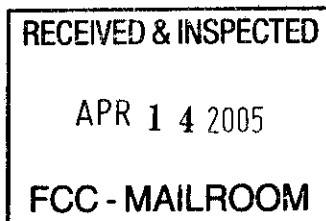
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COMMENT TO DOCKET 03-123

10/24/04 from Mrs. Roberta McNeely, 4096 Rice Street, Saint Paul, MN 55126  
Tel 651-486-9382.

This parent of high school and younger children complained about receiving dozens of obscene calls through ip-relay recently (Sprint), including ones left on her answering machine. She says some of which her children are answering and she can't believe this is happening. She states the obscene calls are also made and left on her answering machine. She states has put a block on her phone so relay service can't get through that Sprint provides and which lasts for a year.

She recommends that the FCC require Caller ID from all callers who use IP relay service, or similar safeguards, so that she can identify the callers, or some sort of pre-registration, to track the abusers. She added that it is grossly inappropriate for minors to get these types of phone calls and she is tired of system abuse and for paying for abusers who get away with using it this way.



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COMMENT TO DOCKET 03-123

10-20-04

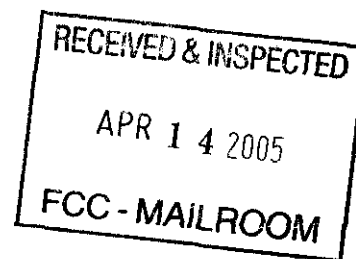
Mr. Stacey Smith of Dr. Aziz Pharmacy, 7320 East 82nd Street, Indianapolis, IN 46256

Called into the FCC with a concern about IP-relay.

He is concerned about receiving numerous calls through Sprint IP relay, as many as 5 or 6 relay calls each day that involve orders that he believes are frauds and that involve fraudulent or stolen credit cards, such as orders for \$60K worth of medicines or equipment. He says these calls are not like the usual calls he gets from his deaf customers. He says he spoke to Sprint relay and is thinking about putting a block on the line.

He believes this practice is having a negative effect on business for legitimate use by deaf patients. He states he reports the fraudulent numbers to credit card companies but thinks there are persons taking advantage of the system.

He recommends that on the free available interface on web site for ip-relay that for a person who is deaf or hard of hearing, that there be some sort of enrollment process, or some other way to keep criminals out. He wanted his comment about this put in the docket.



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